Telephone Services in West Godavari District of Andhra Pradesh

4137. SHRI YERRA NARAYANASWAMY: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the system of response available to the public for raising grievances on phone services in West Godavari district in Andhra Pradesh;

(b) whether it is a fact that for weeks, the STD system has failed and been out of operation in areas like Polavaram and Buttayagudem in West Godavari district;

(c) the steps taken in the district to solve this problem;

(d) whether it is a fact that appropriate technical personnel have not visited there to rectify endemic technical difficulties; and

(e) the systems proposed to be instituted to attend the complaints of telecom services in distant and farflung areas?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) Customer Services Centres are working in all the Sub-Divisional Offices in West Godavari District. The Public complaints received in the Grievance Cells are attended to by the respective S.D.Os. In case of delays, the public can personally approach SDOs/DEs(Mtce)/G.M. depending on the gravity of the situation. Besides these arrangements, telephone adalats and open house sessions are also conducted quarterly to redress the long pending grievances.

(b) No. while transferring STD junctions from Vijaywada Tax to Eluru Tax, the incoming junctions were affected in the last week of March, 1977 and now they are working satisfactorily.

(c) The STD to Buttayagudem is served by the 3 Chl. carrier over head system and interruptions on the physicals are being attended to promptly. For Polavaram there is stable medium and no interruptions are observed.

(d) Whenever any technical difficulty arises, the concerned JTO/SDO are being deputed for rectification.

(e) As preventive measures the circuits of Exchanges working in farflung areas are tested from the SDCC every day and the interruptions, if any, are attended to immediately. The open wire carrier systems are being replaced progressively by the stable media. The complaints on service matters are received in the Grievance Cell in writing or by telephone and are attended to by the SDOs. In addition, Sr. Officers are also monitoring clearance of faults/pending grievances and are taking suitable remedial action.

Post Office and Panchayats without Telephone and STD facilities in Tamil Nadu

4138. SHRI N. THALAVI SUNDARAM: Will the Minister of COMMUNICATIONS be pleased to state:

(a) the number of Post Offices in Tamil Nadu where telephones have not been installed;

(b) the number of panchayats where no telephone with STD facilities has been provided so far and the reasons therefor; and

(c) the steps being taken by Government in this regard?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VARMA): (a) The total number of post offices where the telephone facility has not been provided is 4085 in Tamil Nadu Circle.

(b) and (c) No Panchayat has been provided with STD facility. STD facility is provided when there is a demand and it is technically and administratively feasible.